Frequently Asked Questions (FAQ)

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INTRODUCTION

The first release of MiEHDWIS launched in September 2020 – kicking off a multi-year project to modernize many of the Drinking Water and Environmental Health Division's existing permitting, licensing, and compliance information systems into one web-based application. The goal of MiEHDWIS is to streamline communication between Michigan's public drinking water supplies and the Department of Environment, Great Lakes, and Energy (EGLE), increase data transparency and facilitate collaboration between EGLE and local health department staff supporting environmental health programs. Many MiEHDWIS features will eventually be available to regulated entities (campgrounds, public swimming pools, septage haulers, septage waste receiving facilities, public water supplies, etc.), such as applying for permits or licenses and uploading reports and documentation.

FREQUENTLY ASKED QUESTIONS

Do I need a MiEHDWIS account?

Yes, regulatory staff at the state of Michigan (SOM) and local health department (LHD); campground owners, septage haulers, and septage waste receiving facilities can access MiEHDWIS with a user account.

How do I create a MiEHDWIS account and which type of account is right for me?

You must have a MILogin account to create a MiEHDWIS account.

- A MILogin for Third Party account should be used for those that use a work or business email and/or phone number.

- A MILogin for Citizens account should be used for those that associate their personal email and/or phone number with their work.

After signing up for a MILogin account, users will be able to request access to MiEHDWIS. For detailed instructions, please follow the MiEHDWIS Account Request reference guide.

What is MILogin?

MILogin is the state of Michigan Identity Management solution that allows users the ability to access many state services and systems online, across multiple departments, using a single user ID and password.

I can't get MILogin to work, who should I contact?

There is a **Help** link at both the top and the bottom of the MILogin page. You must contact the MILogin administration for assistance. Do not request a MILogin account if you already have one. You can add MiEHDWIS to an existing MILogin account.

What do I do after I have my MILogin account?

From MILogin, click on the **Request Access** tab. Then, from the **Select Agency** dropdown, select **Michigan Environment, Great Lakes, and Energy (EGLE)**. If you have not already requested access to MiEHDWIS, **Michigan Environmental Health and Drinking Water Information System (MiEHDWIS)** will appear in the list of EGLE applications available. Click on **MiEHDWIS** and read and agree to the terms and conditions. At this point, you should receive a **Success** message and return to your MILogin home screen. MiEHDWIS should appear under your list of available applications. If it does not appear, please log out of MILogin and log back in. Once MiEHDWIS appears in your application list, click on **MiEHDWIS**. You will then be taken to the MiEHDWIS welcome screen. You will be asked to confirm your email address and provide a reason for access, then click **Request Access**.

How do I know if my MiEHDWIS account request was approved?

You will receive an email within 1-3 working days. If you do not hear back within that time, please send an email to EGLE-MiEHDWIS@Michigan.gov.

EGLE

What is the MiEHDWIS website address?

The MiEHDWIS website is MiEHDWIS.Michigan.gov. However, please understand that you will need to access MiEHDWIS through MILogin each time. So, be sure to save MILogin in your favorites and access MiEHDWIS from there! The MILogin website links are listed above and on the MiEHDWIS home page.

How do I know EGLE received the document I submitted through the portal?

After you submit a document, your submission will appear in your list of **My Work**. If you have further questions, reach out to your EGLE Program Area contact.

Who do I contact about an error message?

If you are having difficulties using MiEHDWIS or receive an error message, please send an email to EGLE-MiEHDWIS@Michigan.gov.

Do I have to use a specific Internet browser to use MiEHDWIS?

Yes, Chrome, Firefox, and Edge are the recommended browsers. Internet Explorer is not recommended, and the system will not perform to its full capabilities.

I was using MiEHDWIS and I got booted-out, what happened?

After 15 minutes of inactivity, users may be logged out of MiEHDWIS. Any unsaved work may be lost.

I could not find the answer to my question in this document, can I email someone for assistance?

Yes, please send an email to EGLE-MiEHDWIS@Michigan.gov. Someone will get back to you within 1-5 working days.

How can I learn more about MiEHDWIS?

There are several short tutorial quick reference guides located at Michigan.gov/EGLE-MiEHDWIS. They cover topics such as requesting an account and submitting documents.